



Ducor Telephone Company

2500 E. Belle Terrace, Suite 100 • P.O. Box 42230 • Bakersfield, CA • 93384-2230
Phone: (661) 834-7700 • Fax: (661) 834-7771

Annual Reporting for High-Cost Recipients 47 C.F.R. §54.313(a)(2) through (a)(6) and (h) Ducor Telephone Company

June 22, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Ducor Telephone Company, Study Area Code 542313 . Ducor Telephone Company is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313 (a)(2) through (a)(4).

Should you have any questions, please contact me via email at will@ducortelco.com or by phone at 530-243-7094.

Sincerely,

William J. Meyer
VP

Enclosures

Cc: California Public Utilities Commission

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
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OUTAGE REPORTING – §54.313 (a)(2)

Detailed information on any outage in the prior calendar year, as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e). 47 C.F.R. §54.313(a)(2).

Detailed Outage Information for 2011						
Date of Outage	Time of Outage	Description of Outage and Resolution	Particular Services Affected	Geographic Areas Affected	Steps Taken to Prevent Future Recurrences	Number of Customers Affected
		No Outages Occured				

UNFULFILLED SERVICE REQUESTS – §54.313(a)(3)

The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those customers.

There were no unfulfilled service requests for service during calendar year 2011. Please see attached CA State GO-133 reports filed for 2011.

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-C**

Company Name: Ducor Telephone Company

U#: U-1007-C

Report Year: 2011

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire

Reporting Unit Name: Total of all 3 exchanges

Measurement (Compile monthly, file quarterly)		Date filed (04/12/2011) 1st Quarter			Date filed (07/06/2011) 2nd Quarter			Date filed (10/12/2011) 3rd Quarter			Date filed (01/14/2012) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	0.72	1.1	2.22	1.9	6.33	8.18	3.18	3.97	8.73	6.13	5.39	5.47
	Total # of service orders	15	18	24	24	26	33	19	22	28	21	27	12
	Avg. # of business days	0.05	0.06	0.09	0.08	0.24	0.25	0.17	0.18	0.31	0.29	0.2	0.46
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	15	18	24	24	26	33	19	22	28	21	27	12
	Total # of installation commitment met	15	18	24	24	26	33	19	22	28	21	27	12
	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
Customer Trouble Report		100	100	100	100	100	100	100	100	100	100	100	100
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1140	1137	1130	1131	1136	1130	1129	1124	1124	1123	1121
		Total # of trouble reports	26	11	7	1	4	6	6	8	9	10	6
		% of trouble reports	0.022	0.009	0.006	0.001	0.004	0.005	0.005	0.007	0.008	0.009	0.005
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	15	7	4	0	2	5	2	5	5	5	5	0
	Total # of repair tickets restored in ≤ 24hrs	15	7	4	0	2	5	2	5	5	5	5	0
	% of repair tickets restored ≤ 24 Hours	100	100	100	0	100	100	100	100	100	100	100	0
	Sum of the duration of all outages (hh:mm)	54:05	37:34	7:35	0	8:16	39:15	5:35	47:04	14:45	52:33	26:03	0
	Avg. outage duration (hh:mm)	3:36	5:22	1:54	0	4:08	7:51	2:48	9:25	2:57	10:31	5:13	0
Measurement (Compile quarterly, file annually on February 15)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Name: William Meyer

Phone: 530-243-7094

Email: will@ducortelco.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

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NUMBER OF COMPLAINTS PER 1,000 CONNECTIONS – §54.313(a)(4)

The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year.

During calendar year 2011, Ducor Telephone Company received (0) complaints per 1,000 working access lines.

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§54.313(a)(5) – COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES

Service Quality Standards and Consumer Protection Rules Annual Certification

William J. Meyer	VP	Ducor Telephone Company
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is in compliance with applicable service quality standards and consumer protection rules.

Executed on 6/22/2012
Date

Signature William J. Meyer

Printed/Typed Name William J. Meyer

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§54.313(a)(6) – ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Ability to Function in Emergency Situations Annual Certification

William J. Meyer	VP	Ducor Telephone Company
Printed Name of Officer	Title of Officer	Company Name

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is capable of functioning in emergency situations. The Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

Executed on	6/22/2012
	Date

Signature	
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Printed/Typed Name	William J. Meyer
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ADDITIONAL VOICE RATE DATA – §54.313(h)

All incumbent local exchange carrier recipients of high-cost support must report all rates for residential local service, as well as state fees as defined pursuant to §54.318(e) of this subpart, that are below the local urban rate floor as defined in §54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

As of June 1, 2012, Ducor Telephone Company did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.